



Nashville VBA Regional Office

March 2016



VBA

Accomplishments



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- ❖ Reduced the backlog 86% from a peak of 611,000 in March 2013 to 83,226 in March 2016
- ❖ Reduced the inventory 61% from a peak of 884,000 in July 2012 to 348,729
- ❖ Increased claim productivity by 11.5% per FTE and issue productivity by 81% per FTE since 2009 – mitigated effects of a 132% workload increase from 2.7M medical issues in FY09 to 6.35M medical issues in FY 15
- ❖ Claim quality 90%; issue quality 96%; above 98% in 7 of 8 categories
- ❖ Average days for a claims decision (pending) is 93 days – a 189-day reduction from 282-day peak in March 2013; average days to complete is 128 days – a 58-day reduction from FY14



Nashville Regional Office

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- ❖ The Nashville RO has 508 full-time employees and 6 temporary hires as of February 2016. 61% of the staff are Veterans.
- ❖ The RO administers benefit programs for over 506,000 Veterans in the state of Tennessee and Fort Campbell military base, with out-based sites in Memphis, Knoxville, and Clarksville, Tennessee.
- ❖ Monthly compensation and pension payments are made to approximately 106,000 Tennessee Veterans and their beneficiaries, totaling over \$135 million.

Nashville Regional Office Staffing Update



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- ❖ Congratulations to Tonna Mustian for her selection as Vocational Rehabilitation & Employment (VR&E) Officer.
- ❖ Welcome to Angela Giardini as the Director's Office Staff Assistant.
- ❖ Hired 16 Veterans Service Representatives in the Veterans Service Center so far for FY2016.
- ❖ Hired 4 Vocational Rehabilitation Counselors in VR&E so far for FY2016.
- ❖ Significant staff increases planned in the Nashville Call Center for FY2016.

Veterans Service Center

Processing Veteran's claims...



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- ❖ FYTD completed **13,153** disability rating claims
- ❖ Disability rating claims average days pending (ADP) is **88.2** days
- ❖ The temporary VSR's are in the process of being trained to work dependency cases.
- ❖ The average days to complete (ADC) for CRSC/CRDP claims is 36 days.
- ❖ The station's 12 month claim-based accuracy is **94.2%**, and the 12 month Issue-based accuracy is **97.4%**, both above the national averages
- ❖ Homeless ADP remains below the target of 75 days at **60.2**
- ❖ The backlog inventory is **1,912** claims

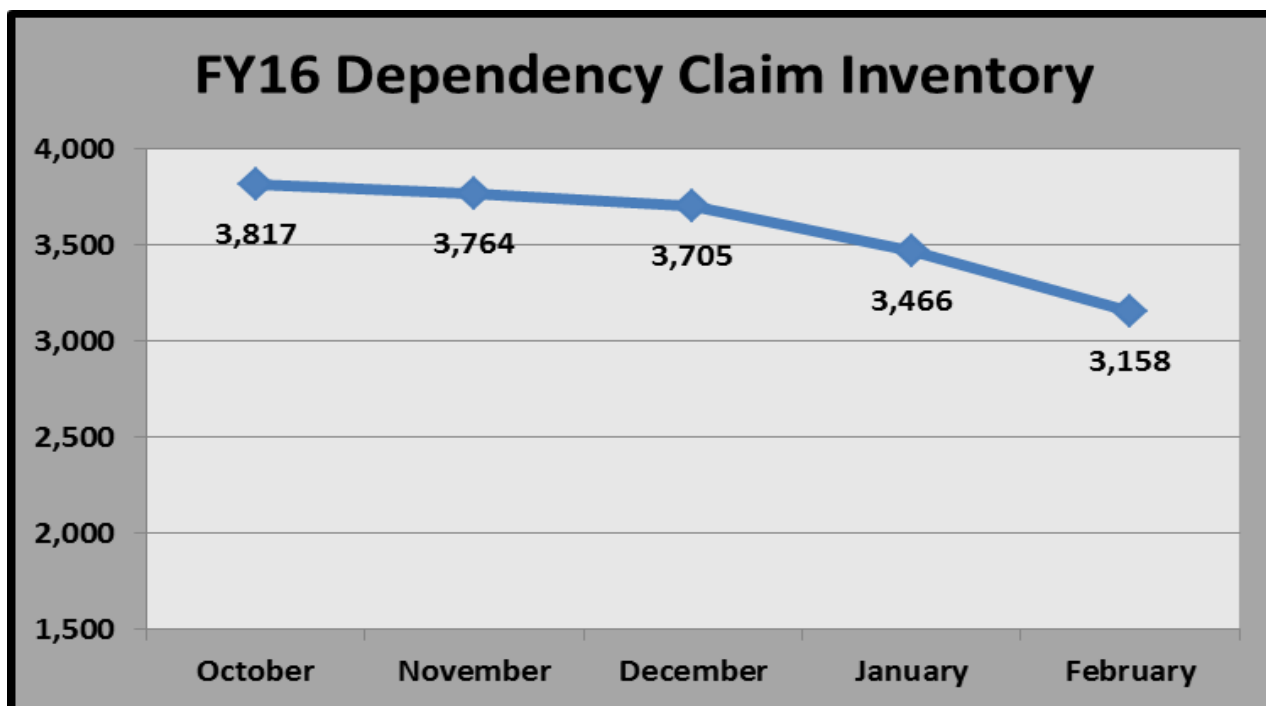
Veterans Service Center

Veteran's dependency claims...



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- ❖ Completed **2,572** dependency claims (excludes RBPS)
- ❖ Dependency claims ADP is **185.7** days; below the National ADP of 350.0 days
- ❖ Dependency claims inventory has been reduced by **17.26** percent



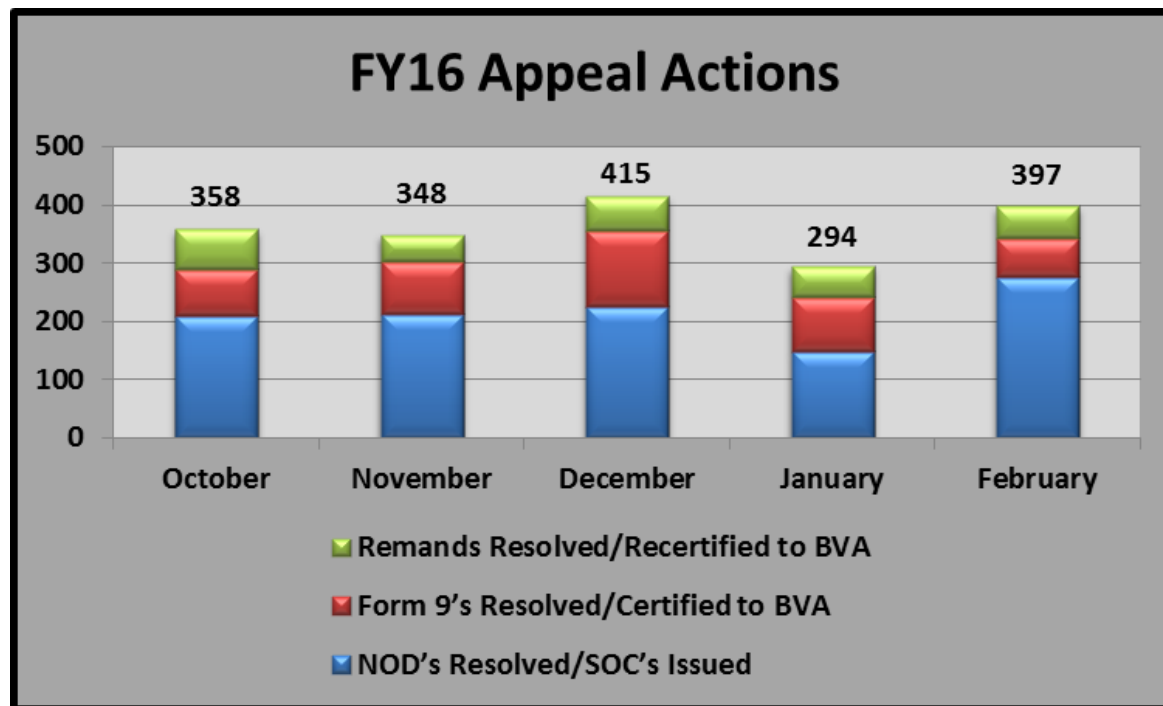
Veterans Service Center

Processing Veteran's appeals...



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- ❖ Completed **1,812** Appeal actions this FY
- ❖ **1070** NOD's Resolved or SOC's Issued
- ❖ **460** Form 9's Resolved or Certified to BVA
- ❖ **282** Remands Resolved or Recertified to BVA



Veterans Service Center

National Work Queue (NWQ)



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- ❖ The National Work Queue (NWQ) will prioritize and distribute claims electronically across all 56 VA Regional Offices, to maximize resources and improve processing timeliness.
- ❖ NWQ roll-out for Phase 1 began February 8, 2016.
- ❖ Indianapolis, Albuquerque, Oakland, Louisville, Detroit, St. Paul, New Orleans, and Jackson were the initial 8 offices to deploy NWQ.
- ❖ Roanoke and Baltimore were added the last of February.
- ❖ Phase 2 will expand auto-assignment for non-rating claims and appeals and will begin later during FY 2016.

Vocational Rehabilitation & Employment

Helping Veterans transition to employment



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- ❖ Vocational Rehabilitation Services, FYTD have assisted **109** Veterans in obtaining positive outcomes in the following areas:
 - **71** Veterans in obtaining suitable employment
 - **27** Veterans in obtaining Maximum Rehabilitation Gain
 - **4** Veterans in pursuing further education
 - **7** Veterans in obtaining Independent Living services
- ❖ In addition, VR&E has completed:
 - **44** IDES applications
 - **900** Chapter 31 applications
 - **730** Entitlement Determinations
- ❖ Telecounseling Pilot
 - ❖ One VR&E counselor has been using telecounseling for supervisory visits with Veterans in the Chattanooga area for the last five months averaging 10 sessions a month.
 - ❖ We are working on implementing telecounseling in all of our offices.

Vocational Rehabilitation & Employment

Helping Veterans transition to employment



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- ❖ Middle Tennessee State University (MTSU) Veterans and Family Center opened in November 2015
 - ❖ A Vocational Rehabilitation Counselor is on site twice a month to perform supervisory visits and answer general questions about Chapter 31 services
 - ❖ A new program “VA Wednesday” was launched in January. A benefits counselor goes to the center every other Wednesday to assist Veterans with benefits questions and eBenefits

Nashville Regional Office

Nashville Call Center (NCC)



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- ❖ FYTD the NCC has answered **231,317** calls
- ❖ FYTD the wait time for all VA Call Centers is **5** minutes and **39** seconds.
- ❖ Veteran Service Organization (VSO) 800 Number - FYTD the NCC has answered over **80,598** calls with a wait time of approximately **9** minutes and **46** seconds
- ❖ Pilots
 - ❖ Live Chat (Veterans and VSOs) - NCC agents answered **86,626** Chats with an average wait time of **4:19** minutes and a Chat duration of **12:05** minutes.
 - ❖ Dependency claims – FYTD the 20 NCC agents have initiated **24,249** claims and processed **18,894** claims. Agents can add minor biological children, spouses, minor stepchildren, school aged children, and remove spouses due to death or divorce (when no children are on award)



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1

Improving the Veterans experience by examining our Veteran-facing processes and organizations from the Veteran's perspective to enable every Veteran to have a seamless, integrated, and responsive VA customer service experience every time.

2

Achieving support services excellence by identifying common services that are performed in support of VA mission components, and seeking to optimize these services to increase efficiency and eliminate duplication. These services include: Human Resources, Legal Services, Information Technology, Acquisitions & Logistics, Real Property Facilities Management, Public Affairs, Congressional Affairs, Budget & Finance, and Security & Preparedness.

3

Establishing a culture of continuous performance improvement, so conditions are set at the local level for issues to be raised, addressed, and solutions replicated across as many facilities as needed to achieve enterprise level results

4

Enhancing strategic partnerships by making better "matches" and formal partnerships between community, nonprofit, and other organizations and the work being done for Veterans at VA facilities across the country.

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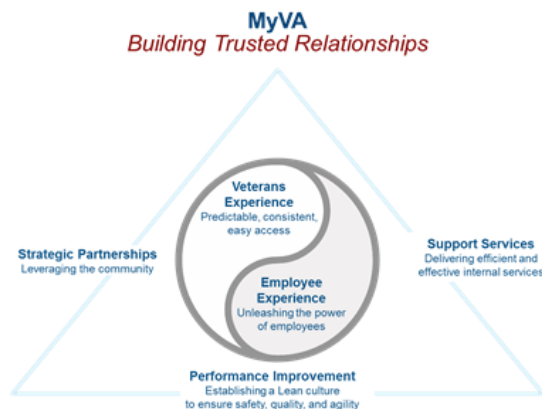
Improving the employee experience and focusing on "people and culture" so employees are empowered to better serve Veterans.

Veteran touchpoints

- 1 Improve the Veterans Experience
- 2 Increase Access to Health Care
(same day primary care, seamless care, suicide prevention)
- 3 Improve Community Care
- 4 Deliver a Unified Veterans Experience
- 5 Modernize our Contact Centers
(to include Veterans Crisis Line)
- 6 Improve the Comp & Pension Exam
- 7 Develop a Simplified Appeals Process
- 8 Continue to Reduce Veteran Homelessness

Critical enablers

- 9 Improve Employee Experience
(to include leadership development)
- 10 Staff Critical Positions
- 11 Transform OIT
- 12 Transform Supply Chain





Nashville Regional Office

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We remain committed to serve and honor the men and women who are America's Veterans.